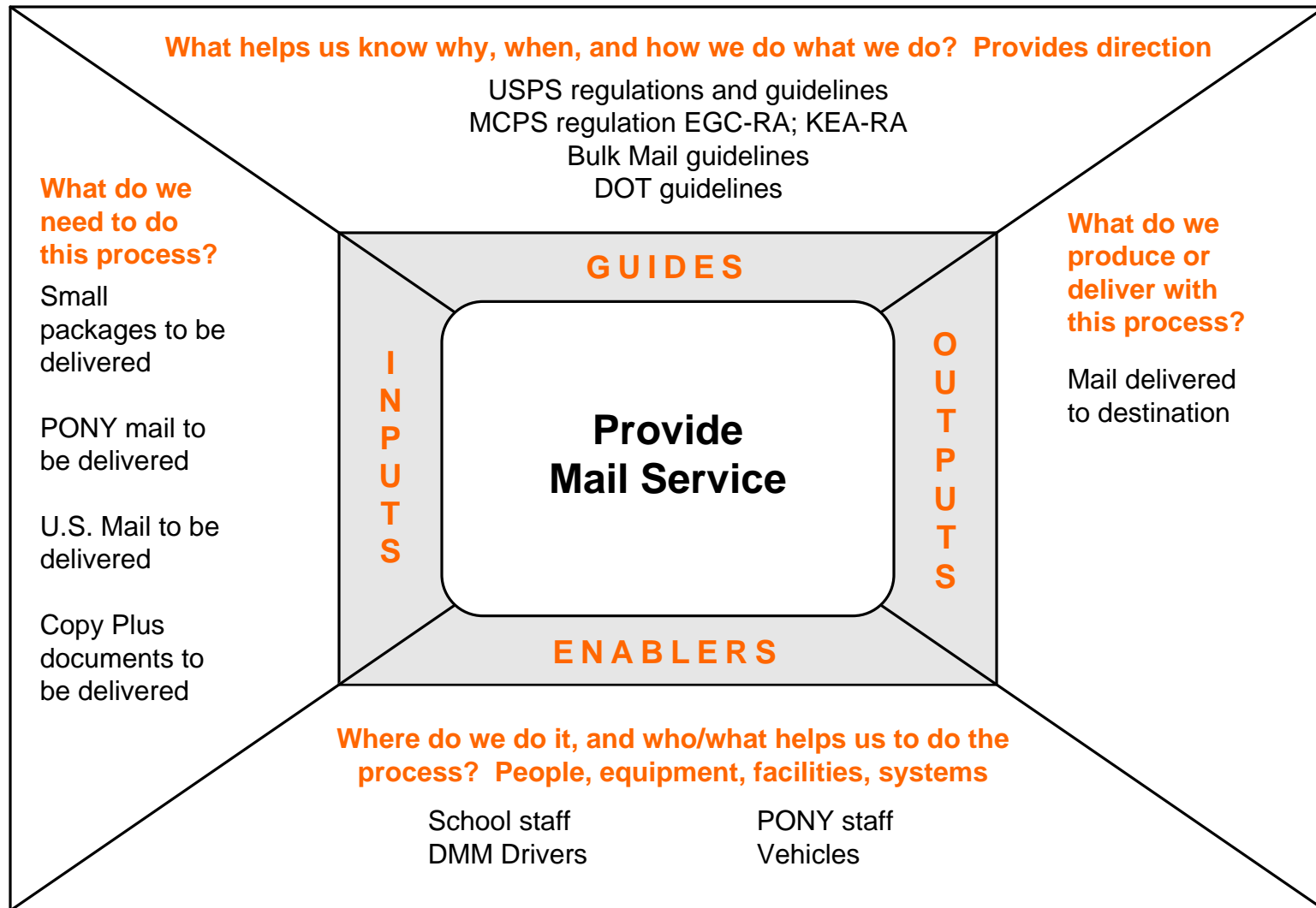


Process Begins when

Customer wants to mail a document/package

Process complete when

Mail piece reaches next destination



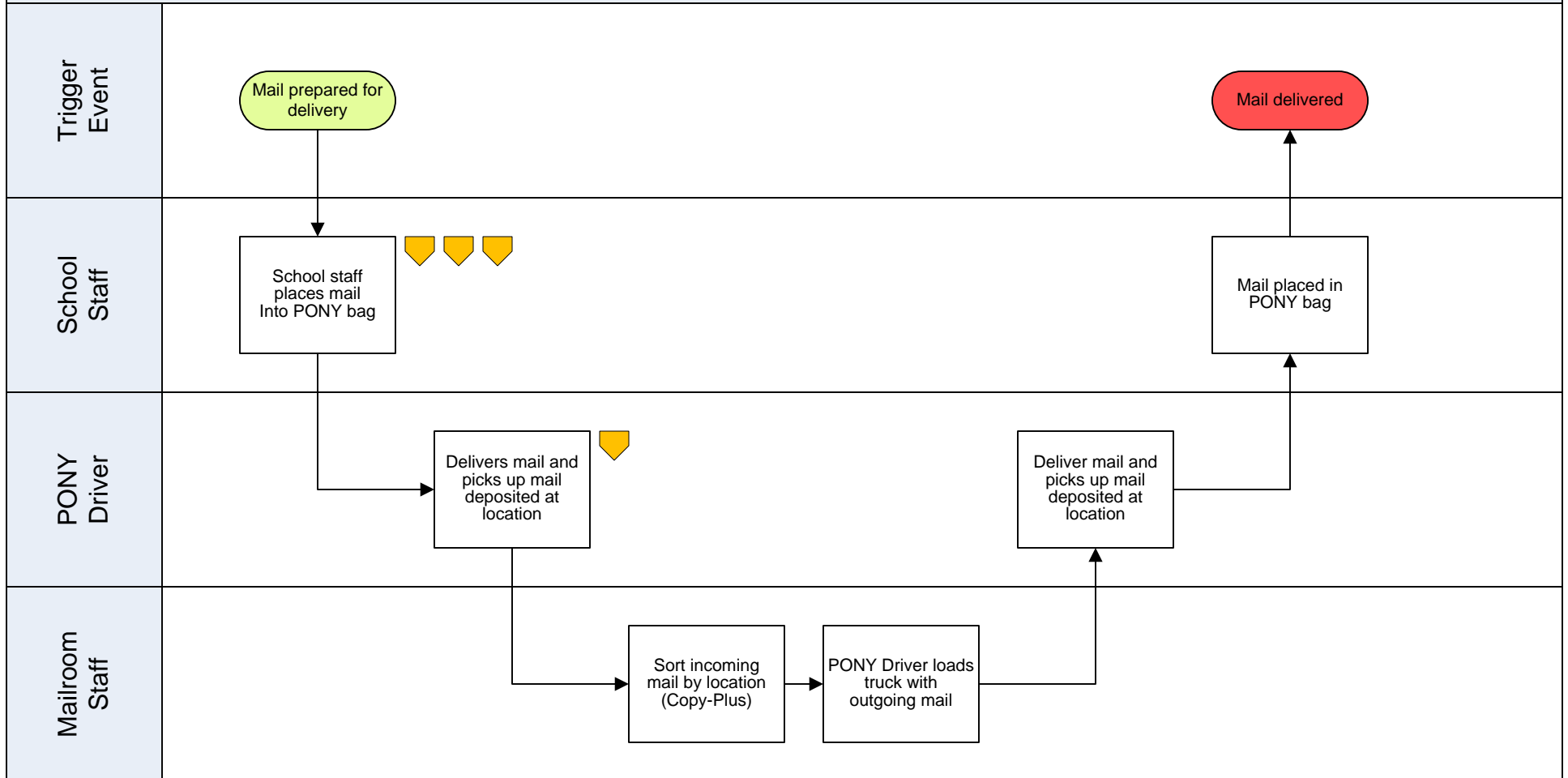
Performance Measures

- M – 1 Qty U.S.; PONY; Copy Plus mail
- M – 2 Time to Process
- M – 3 Customer satisfaction
- M – 4 Cost per piece



To Key Process

Mail Services: Provide Mail Service



Performance Measures

- M – 1 Quantity of PONY, U.S. and Copy Plus mail
- M – 2 Cycle time to complete mail delivery
- M – 3 Customer satisfaction with program
- M – 4 Cost per piece

